

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-00-00

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
7	6	1	Fail	1

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickonSideNavigation is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, showing options like Home, Analytics, Incidents, My Inbox, Queues, My Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is selected. The main area shows a table of incidents with columns for Status, Full Name, Queue, Date Last Updated, and Reference #. The table contains several rows of incident data, including one with the reference number 200810-000049. The bottom of the screen indicates '992 Records'.

Status	Full Name	Queue	Date Last Updated	Reference #
Open	Minhaj Ameen		08/10/2020 07:58 PM	200810-000049
Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
Open			07/27/2020 05:28 PM	200727-000000
Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

Step No:2

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: null

Status: Fail

ORACLE Service Cloud

Reference # SA

Incidents

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 07:58 PM	200810-000049
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

